



UNITED STATES DISTRICT COURT  
WESTERN DISTRICT OF ARKANSAS

**CM/ECF & Pay.gov Electronic Payments  
Frequently Asked Questions**

*(Revised 9/30/2014)*

- *Which court fees may be paid using CM/ECF and Pay.gov?*

**Pro hac vice admission fee  
Appeal filing fee**

Payment for any other court fee, including case opening fees, fine or restitution payments or copy fees must be made with the Clerk's office.

- *How do I use the CM/ECF events and Pay.gov?*

Have your credit card **or** checking or savings account information available when you are ready to docket and upload your .pdf document to the CM/ECF system. (Please see **CM/ECF Electronic Payments Procedures Guide** for detailed instructions and screen shots of Pay.gov functions.)

- *What types of payments are accepted through Pay.gov?*

Pay.gov accepts credit card and ACH (Automated Clearing House) payments.

- *What are ACH Payments?*

ACH payments are the electronic transfer of funds from either a business or personal checking or savings account directly to the U. S. District Court, Western District of Arkansas.

- *Which credit cards are accepted for Pay.gov?*

Pay.gov accepts Visa, Mastercard, American Express and Discover cards.

- *How secure is my payment and credit card information?*

Both the CM/ECF and Pay.gov systems use encryption to protect on-line payments. In addition, individual credit/debit card numbers and billing information are not maintained on the court's CM/ECF system, and court staff does not have access to that information on the Pay.gov system. Pay.gov does not allow users to store credit card information on file.

- *How do I know my payment was successful?*

When the payment transaction is complete, you can receive a confirmation email indicating your payment was successful. During the payment process, you can enter specific email addresses for payment noticing. A receipt will be delivered to any email address you provide, along with masked credit card or bank account information. This does not have to be **your** email address, but may be directed to your financial or accounting department or office manager, etc. You may enter multiple email addresses, separated by commas, if additional staff should be notified of the payment.

The confirmation email is your receipt and should be printed or saved for your records. The receipt does **not** include case number information. Once received, you may wish to attach the NEF of the filing event or write the case number on the receipt. This will facilitate any monthly audit and/or reconciliation of a credit card or bank statement.

Additionally, a receipt number and payment amount will be appended to the final docket text when the event transaction is completed.

- *How quickly will my credit card payment be processed?*

Payments made by midnight Eastern Time will settle to your account the next business day.

- *How will the transaction appear on my bank or credit card statement?*

Pay.gov transactions generally appear with the description “PAYMENT” and text indicating which government agency you made the payment to, such as an abbreviated form of the agency name. (e.g. *ARWD CM ECF*)

If you are not sure what a particular payment is, the first point of contact should be your financial institution. They can help identify the payment history.

- *Can I find a history of payments I made through CM/ECF?*

CM/ECF users may access their history of “internet payments” made through Pay.gov using the CM/ECF system. After logging into the CM/ECF system with your **filer** login information, select **Utilities->Internet Payment History**. Enter the date range that you wish to view. This report provides users with the following information: Case number, date paid, description of payment, payment method, Receipt number and the amount of the payment.

- *How can I correct a payment error?*

When an erroneous electronic payment is processed through the Pay.gov system, the filing user and/or court staff must take appropriate action.

If the court's Financial Department discovers an erroneous payment **immediately** upon filing, they may void a transaction, if it can be performed on the same date as the transaction and prior to settlement of the charges.

However, if an erroneous payment is discovered after the Pay.gov transaction is complete, the e-filer must submit an Application for Refund of Fees Paid Electronically using the CM/ECF system. (***Motions->Refund of Fees Paid Electronically***)

(Please refer to **General Order 45** and see *CM/ECF Electronic Payments Procedures Guide* for detailed instructions and screen shots.)

- *Who do I contact at the Western District of Arkansas for assistance?*

For help with technical problems using the e-filing events with the Pay.gov function or payments made in error, contact the court's CM/ECF Help Desk at (866) 540-5066 or by email at CMECF\_info@arwd.uscourts.gov. Alternatively, you can contact any divisional office for assistance.

|              |                        |
|--------------|------------------------|
| El Dorado    | (870) 862-1202         |
| Fort Smith   | (479) 783-6833         |
| Harrison     | (Contact Fayetteville) |
| Texarkana    | (870) 773-3381         |
| Fayetteville | (479) 521-6980         |
| Hot Springs  | (Contact Fort Smith)   |

- *Who do I contact at Pay.gov for assistance regarding my account?*

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|------------------|---|
| Mailing address: | Federal Reserve Bank of Cleveland<br>ATTN: eGov Customer Service (Pay.gov)<br>1455 East Sixth Street<br>Cleveland, OH 44114 |
| Phone:           | (800) 624-1373 or (216) 579-2112  |
| Fax:             | (216) 579-2813  |
| Email address:   | pay.gov.clev@clev.frb.org   |